

**EXHIBIT A**

THE PENNSYLVANIA STATE UNIVERSITY

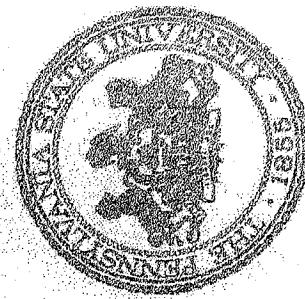
BY AUTHORITY OF THE BOARD OF TRUSTEES AND UPON  
THE RECOMMENDATION OF THE FACULTY AND OF THE SENATE  
HEREBY CONFERS UPON  
MICHAEL JAMES HAAK  
THE DEGREE OF  
BACHELOR OF SCIENCE

IN RECOGNITION OF THE COMPLETION OF THE MAJOR IN  
AEROSPACE ENGINEERING

IN TESTIMONY WHEREOF THE UNDERSIGNED HAVE SUBSCRIBED  
THEIR NAMES AND AFFIXED THE SEAL OF THE UNIVERSITY THIS  
MONTH OF MAY A.D. 1983

*Walter V. Out*

PRESIDENT OF THE BOARD OF TRUSTEES



*Edward J. Codd*

PROVOST OF THE UNIVERSITY

*John W. Russell*

PRESIDENT OF THE UNIVERSITY

*William E. McLean*

DEAN COLLEGE OF ENGINEERING

# University of Southern California

The Trustees of the University by virtue of the authority vested  
in them and on the recommendation of the faculty of

The Graduate School

have conferred the degree of

Master of Science in Systems Management

on

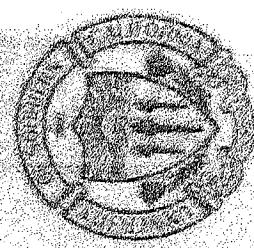
**Michael James Hall**

Given at Los Angeles, California, on the twenty-first day of December, in the year  
one thousand nine hundred and eighteen.

*J. A. Zimberg*  
President of the University

*President*

*Geo. T. Shatto*  
Chairman of the Board of Trustees



*B. L. B.*

**EXHIBIT B**

| 1. NAME (Last, First, Middle)  |                | 2. DEPARTMENT, COMPONENT AND BRANCH   |  |  | 3. SOCIAL SECURITY NO.   |                             |        |
|--|----------------|---|--|--|--|-----------------------------|--------|
| HARRY MICHAEL JAMES  |                | AIR FORCE - USAF  |  |  | 105 56 5166  |                             |        |
| 4.a. GRADE, RATE OR RANK   | 4.b. PAY GRADE | 5. DATE OF BIRTH (YY/MM/DD)   |  |  | 6. RESERVE OBLIG. TERM. DATE   |                             |        |
| CAPT   | O-3            | 1960 SEP 03   |  |  | Year   | Month                       | Day    |
| 7.a. PLACE OF ENTRY INTO ACTIVE DUTY   |                | 7.b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known) |  |  |  |                             |        |
| LAWRENCEBURGH PA   |                | WYRCE, NY   |  |  |  |                             |        |
| 8.a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND  |                | 8.b. STATION WHERE SEPARATED  |  |  |  |                             |        |
| 32 WRS (AFSC)  |                | HICKON AFB OR   |  |  |  |                             |        |
| 9. COMMAND TO WHICH TRANSFERRED  |                |   |  |  | 10. SGLI COVERAGE  |                             |        |
| 32 AFSC  |                |   |  |  | None<br>Amount: \$ 100,000   |                             |        |
| 11. PRIMARY SPECIALTY (List number, title and years and months in specialty. List additional specialty numbers and titles involving periods of one or more years.)   |                | 12. RECORD OF SERVICE   |  |  | Year(s)  | Month(s)                    | Day(s) |
| 1045L - TRANSPORT PILOT (C-141)<br>7 years   |                | a. Date Entered AD This Period  | 1984                                     |  | MAY  | 25                          |        |
|  |                | b. Separation Date This Period  | 1991                                     |  | JUN  | 30                          |        |
|  |                | c. Net Active Service This Period   | 07                                       |  | 01   | 06                          |        |
|  |                | d. Total Prior Active Service   | 09                                       |  | 04   | 08                          |        |
|  |                | e. Total Prior Inactive Service   | 03                                       |  | 00   | 00                          |        |
|  |                | f. Foreign Service  | 03                                       |  | 01   | 11                          |        |
|  |                | g. Sea Service  | 00                                       |  | 00   | 00                          |        |
|  |                | h. Effective Date of Pay Grade  | 1988                                     |  | MAR  | 23                          |        |
| 13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (All periods of service)<br>Air Force Outstanding Unit Award, Combat Readiness Medal, National Defense Service Medal, Air Force Longevity Service Award Ribbon, Air Force Training Ribbon. |                |   |  |  |  |                             |        |
| 14. MILITARY EDUCATION (Course title, number of weeks, and month and year completed)<br>Squadron Officer School, 8 weeks, May 88.  |                |   |  |  |  |                             |        |
| 15.a. MEMBER CONTRIBUTED TO POST-VIETNAM ERA VETERANS' EDUCATIONAL ASSISTANCE PROGRAM  | Yes            | No  | 15.b. HIGH SCHOOL GRADUATE OR EQUIVALENT | Yes  | No   | 16. DAYS ACCRUED LEAVE PAID |        |
| 17. MEMBER WAS PROVIDED COMPLETE DENTAL EXAMINATION AND ALL APPROPRIATE DENTAL SERVICES AND TREATMENT WITHIN 90 DAYS PRIOR TO SEPARATION   |                |   |  |  |  |                             |        |
| 18. REMARKS<br>Released for administrative corrections, 18 Dec 1992.<br>20110000 101000  |                |   |  |  |  |                             |        |
| 19.a. MAILING ADDRESS AFTER SEPARATION (Include Zip Code)<br>1404 Hunter Road<br>Redlands CA 92374   |                |   |  | 19.b. NEAREST RELATIVE (Name and address - include Zip Code)<br>Carolyn Hank, 1611 Conway Way<br>Papillion, NE 68046 |  |                             |        |
| 20. MEMBER REQUESTS COPY BE SENT TO  |                | DIR. OF VET AFFAIRS   | Yes                                      | No   | 22. OFFICIAL AUTHORIZED COPY (Type rank, grade, title and signature) |                             |        |
| 21. SIGNATURE OF MEMBER BEING SEPARATED  |                | RECEIVED 10/12/92 BY MAIL TO SIGN   |  |  | PAULINE M. WHEELS, GS-8  |                             |        |
|  |                |   |  |  | OCT 06 1992  |                             |        |

**SPECIAL ADDITIONAL INFORMATION (For use by authorized agencies only)**

|  |  |                         |
|--|--|-------------------------|
| 23. TYPE OF SEPARATION<br>RELEASE FROM ACTIVE DUTY   | 24. CHARACTER OF SERVICE (Include upgrades)<br>HONORABLE |                         |
| 25. SEPARATION AUTHORITY<br>AFR 36-12  | 26. SEPARATION CODE<br>M32                               | 27. REENTRY CODE<br>N/A |
| 28. NARRATIVE REASON FOR SEPARATION<br>VOL RELEASE: COMPLETION OF ACTIVE DUTY SERVICE COMMITMENT |  |                         |
| 29. DATES OF TIME LOST DURING THIS PERIOD<br>13-01-2000  | 30. MEMBER REQUESTS COPY 4<br>Initials                   |                         |

CAUTION: NOT TO BE USED FOR  
IDENTIFICATION PURPOSESTHIS IS AN IMPORTANT RECORD.  
SAFEGUARD IT.ANY ALTERATIONS IN SHADED  
AREAS RENDER FORM VOID

## CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY

|  |                       |   |  |   |          |   |                             |                                      |     |                          |    |
|--|-----------------------|---|--|---|----------|---|-----------------------------|--------------------------------------|-----|--------------------------|----|
| 1. NAME (Last, First, Middle)<br>HAAK MICHAEL JAMES  |                       | 2. DEPARTMENT, COMPONENT AND BRANCH<br>AIR FORCE - USAFR  |  | 3. SOCIAL SECURITY NO.<br>195 56 5166   |          |   |                             |                                      |     |                          |    |
| 4.a. GRADE, RATE OR RANK<br>CAPT   | 4.b. PAY GRADE<br>O-3 | 5. DATE OF BIRTH (YYMMDD)<br>1960 SEP 03  | 6. RESERVE OBLIG. TERM. DATE<br>Year N/A Month Day |   |          |   |                             |                                      |     |                          |    |
| 7.a. PLACE OF ENTRY INTO ACTIVE DUTY<br>HARRISBURGH PA   |                       | 7.b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known)<br>NYACK NY |  |   |          |   |                             |                                      |     |                          |    |
| 8.a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND<br>52 MAS (MAC)  |                       | 8.b. STATION WHERE SEPARATED<br>NORTON AFB CA   |  |   |          |   |                             |                                      |     |                          |    |
| 9. COMMAND TO WHICH TRANSFERRED<br>HQ ARPC   |                       |   |  | 10. SGU COVERAGE<br>Amount: \$ 100,000<br>None  |          |   |                             |                                      |     |                          |    |
| 11. PRIMARY SPECIALTY (List number, title and years and months in specialty. List additional specialty numbers and titles involving periods of one or more years.)<br><br>1045L - TRANSPORT PILOT (C-141)<br>7 years   |                       | 12. RECORD OF SERVICE   |  | Year(s)   | Month(s) |   |                             |                                      |     |                          |    |
|  |                       | a. Date Entered AD This Period  |  | 1984  | MAY      | 25                                      |                             |                                      |     |                          |    |
|  |                       | b. Separation Date This Period  |  | 1991  | JUN      | 30                                      |                             |                                      |     |                          |    |
|  |                       | c. Net Active Service This Period   |  | 07  | 01       | 06                                      |                             |                                      |     |                          |    |
|  |                       | d. Total Prior Active Service   |  | 00  | 04       | 06                                      |                             |                                      |     |                          |    |
|  |                       | e. Total Prior Inactive Service   |  | 00  | 00       | 00                                      |                             |                                      |     |                          |    |
|  |                       | f. Foreign Service  |  | 03  | 01       | 11                                      |                             |                                      |     |                          |    |
|  |                       | g. Sea Service  |  | 00  | 00       | 00                                      |                             |                                      |     |                          |    |
| h. Effective Date of Pay Grade   |                       | 1988  | MAY  | 25  |          |   |                             |                                      |     |                          |    |
| 13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (All periods of service)<br>Air Force Outstanding Unit Award, Combat Readiness Medal, National Defense Service Medal, Air Force Longevity Service Award Ribbon, Air Force Training Ribbon. |                       |   |  |   |          |   |                             |                                      |     |                          |    |
| 14. MILITARY EDUCATION (Course title, number of weeks, and month and year completed)<br>Squadron Officer School, 8 weeks, May 88.  |                       |   |  |   |          |   |                             |                                      |     |                          |    |
| 15.a. MEMBER CONTRIBUTED TO POST-VIETNAM ERA VETERANS' EDUCATIONAL ASSISTANCE PROGRAM  |                       | Yes <input checked="" type="checkbox"/>   | No <input type="checkbox"/>                        | 15.b. HIGH SCHOOL GRADUATE OR EQUIVALENT  |          | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | 16. DAYS ACCRUED LEAVE PAID<br>-8.0- |     |                          |    |
| 17. MEMBER WAS PROVIDED COMPLETE DENTAL EXAMINATION AND ALL APPROPRIATE DENTAL SERVICES AND TREATMENT WITHIN 90 DAYS PRIOR TO SEPARATION   |                       |   |  |   |          |   |                             | <input checked="" type="checkbox"/>  | Yes | <input type="checkbox"/> | No |
| 18. REMARKS<br>Reissued for administrative corrections, 18 Dec 1991.<br>-----<br>NOTHING FOLLOWS-----  |                       |   |  |   |          |   |                             |                                      |     |                          |    |
| 19.a. MAILING ADDRESS AFTER SEPARATION (Include Zip Code)<br>1408 Hunter Road<br>Redlands CA 92374   |                       |   |  | 19.b. NEAREST RELATIVE (Name and address - include Zip Code)<br>Carolee Haak, 1611 Corray Way<br>LaJolla CA 921378        |          |   |                             |                                      |     |                          |    |
| 20. MEMBER REQUESTS COPY BE SENT TO CA DIR. OF VET AFFAIRS <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   |                       |   |  | 22. OFFICIAL AUTHORITY TO SIGN (Print name, title, grade and signature) PHYLLIS M. WHEELIS, GS-8<br>Ch, Off Svc Ver Sec A |          |   |                             |                                      |     |                          |    |
| 21. SIGNATURE OF MEMBER BEING SEPARATED<br>MEMBER NOT AVAILABLE TO SIGN  |                       |   |  |   |          |   |                             |                                      |     |                          |    |

DEPARTMENT OF THE AIR FORCE

THE AIR FORCE COMMENDATION MEDAL

THIS IS TO CERTIFY THAT

HAS BEEN AWARDED TO

JOHN MICHAEL J. HALL

FOR

MEMPHIS, TENNESSEE  
10 JULY 1987 TO 30 JUNE 1991  
GIVEN UNDER MY HAND

JOHN MICHAEL HALL, Major, USAF  
1991



WILLIAM D. MILLER



from the Armed Forces of the United States of America

This is to certify that

ARMED FORCES

195353154 CPT USAF

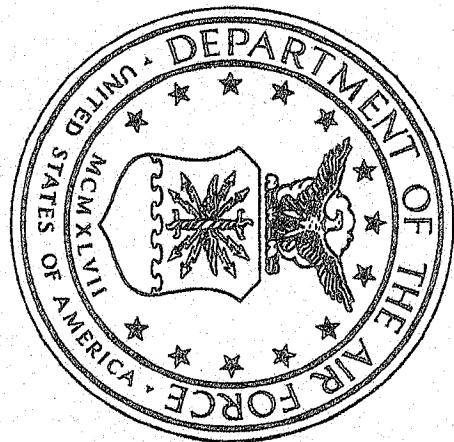
was Honorably Discharged from the

United States Air Force

on the 21 day of November 1955 This certificate is awarded

as a testimonial of Honest and Faithful Service

John P. Strickler  
Commander  
Air Reserve Personnel Center



The  
United  
States  
Air Force

CERTIFIES THAT

2D LT MICHAEL J. HAAK  
195-56-5166

HAS SUCCESSFULLY COMPLETED THE

Combined Services Support Program (S-V82-A)

FPS Code - AHP Course Length - Four Days

3613th Combat Crew Training Squadron, Homestead AFB, Florida

AND IS HEREWITNESS AWARDED THIS

*Certificate of Training*

*William E. Hardy*  
WILLIAM E. HARDY, GS-12, S-AP  
Chief, S-V82-A

MAY 23 1985

DATE





The  
United  
States  
Air Force

CERTIFIES THAT

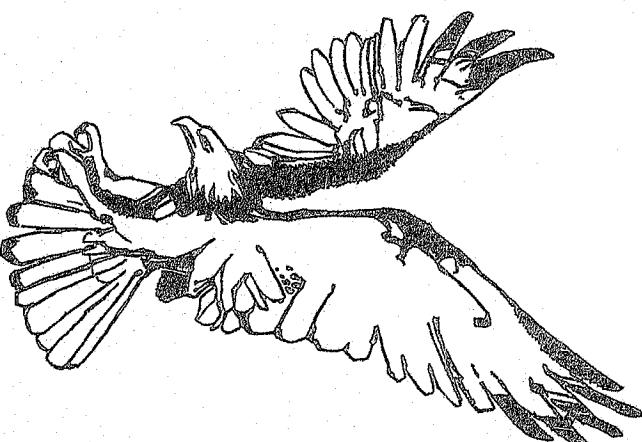
2LT MICHAEL J. HAAK, 195-56-5166

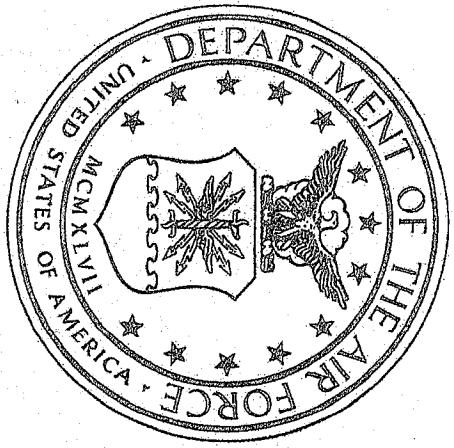
HAS SUCCESSFULLY COMPLETED THE

WATER SURVIVAL TRAINING COURSE 3V86A, PDS CODE V8D, COURSE LENGTH THREE DAYS  
3613 COMBAT CREW TRAINING SQUADRON, HOMESTEAD AIR FORCE BASE, FLORIDA  
AND IS HEREWITNESS AWARDED THIS

*Clarence H. George*  
Clarence H. George, Lt. Colonel, USAF  
Commander

*MAY 31 1985*  
DATE





The  
United  
States  
Air Force

CERTIFIES THAT

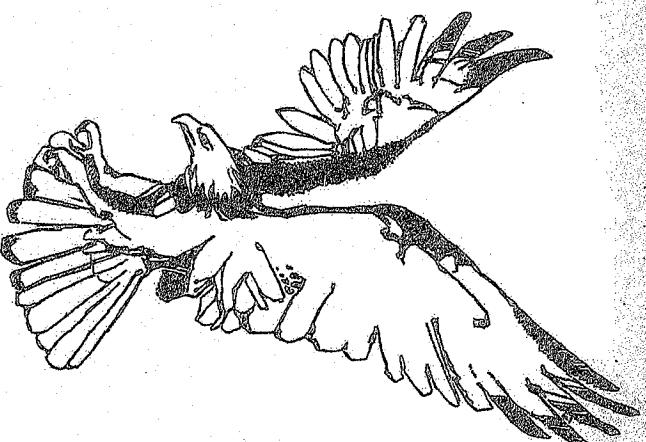
OFFICER TRAINEE MICHAEL J. HAAK

HAS SUCCESSFULLY COMPLETED THE

S-V8A-A-0, FLIGHT SCREENING PROGRAM, T-41, PDS CODE SSS3 47 HOURS  
OFFICER TRAINING SCHOOL, USAF, LACKLAND AFB, TEXAS 78236

AND IS HEREWITNESS AWARDED THIS

*Certificate of Training*



JOSEPH R. SCALING JR., Capt, USAF  
Chief, Student Admin/Academics Division

1. March 84

DATE



The  
United  
States  
Air Force

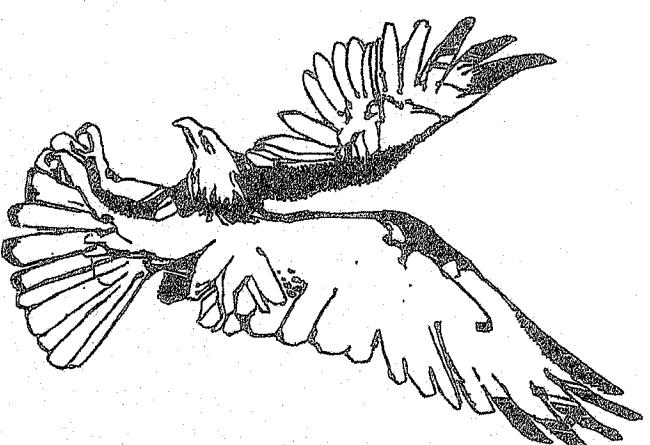
CERTIFIES THAT

LIEUTENANT MICHAEL J. HAAK, 195-56-5166

HAS SUCCESSFULLY COMPLETED THE  
COMBAT SURVIVAL TRAINING COURSE S-V80-A (ERR)  
COURSE LENGTH - 17 DAYS  
3612TH COMBAT CREW TRAINING SQUADRON, FAIRCHILD AIR FORCE BASE, WASHINGTON  
AND IS HEREWITH AWARDED THIS

*Michael J. HaaK*  
Certificate of Training

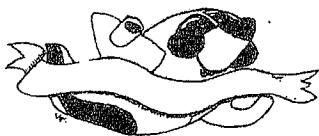
WILLIAM F. WEAVER, JR., Lt Col, USAF  
Commander



29 August 1986  
DATE

**EXHIBIT C**

# Certificate of Achievement



## Legible Log Award

This Certificate of Achievement is presented to

Michael Noah

for consistently turning in flight green sheets/logs  
that are neat and dark enough to be easily  
read and sorted.

Our Thanks,

Donna Sue

Pilot Payroll Gals - Donna & Sue



Herbert D. Kelleher  
Chairman of the Board,  
President & Chief Executive Officer

Love Field  
P.O. Box 38611  
Dallas, TX 75235-1611  
(214) 792-4110

October 23, 1998

**MEMORANDUM**

**TO:** Ron Gilliam, Michael Haak, Claudia Banfield, Debby Bailey, and Pamela Field

**FROM:** Herb and Colleen

**RE:** Commendation

We LUVed the enclosed poem written by Mr. Michael Slaman, and we congratulate you on being a great part of his inspiration for writing it. You're all the BEST!

We LUV you.

*Herb + Colleen*

HDK/CCB/ltr

Copy to:

Paul Sterbenz  
Donna Conover  
Michael Slaman



SOUTHWEST AIRLINES CO.  
Herbert D. Kelleher  
Chairman of The Board,  
President & Chief Executive Officer

Love Field  
P.O. Box 36811  
Dallas, TX 75235-1611  
(214) 792-4110

---

October 23, 1998

Mr. Michael Slaman  
5309 Hanawalt Drive  
El Paso, TX 79903

Dear Mr. Slaman:

Your inspiring poem written on September 9 has been forwarded to me. What a beautiful way you have with words, and your glorious "painting" depicting the scene above the clouds made me feel as if I were there!

I truly appreciate your lines regarding our wonderful Employees. Southwest Airlines is an evergrowing and fulfilled family—one of which I am extremely proud to be a member. The thing that manages to keep me loving it every minute of every day is warm, dedicated, and energetic Employees such as Ron Gilliam, Michael Haak, Claudia Banfield, Debby Bailey, and Pamela Field, who are always more than willing to go that extra mile for our valued Customers. That is what it's all about; that is what makes a difference; and I am convinced that our Customers recognize that special difference each day that they utilize our services.

It will be a pleasure to share your poem with Ron, Michael, Claudia, Debby, and Pamela, along with my personal thanks for their "inspiring" service. Compliments like yours are what make all of our Employees' efforts worthwhile, and you have my profound thanks for taking the time to write them down.

Thanks again! We'll look forward to seeing you onboard our LUV jets again soon, as we truly value and appreciate your business.

Best regards,

A handwritten signature in black ink that reads "Herb Kelleher". Below the signature, the name "Herbert D. Kelleher" is printed in a smaller, sans-serif font.

HDK/lir

**Copy to:**

Paul Sterbenz, Vice President Flight Operations  
Donna Conover, Vice President Inflight Services & Provisioning  
Joyce Rogge, Vice President Marketing  
Ron Gilliam, PHX Captain (5171)  
Michael Haak, PHX First Officer (23885)  
Claudia Banfield, PHX Flight Attendant (33113)  
Debby Bailey, PHX Flight Attendant (23168)  
Pamela Field, PHX Flight Attendant (43814)

Sept 9, '98

*Southwest Airlines*

Up there above the clouds;  
A lone the patterned land below,  
The clouds white & fleecy roll  
By!

It seems as thou God has  
Painted the sky, the earth —  
With ~~the~~ abundant color  
From desert brown;  
To fields of green, bush with  
trees and silver ribbons of  
water

Above this beautiful land  
We fly on Southwest Air  
Comforted by the skills  
of the pilot's hand;  
And too, we feel the warmth  
of safety  
Three attendants with attention  
To our needs are attending!  
We ask nothing more, but  
God's guidance!!

*John Lamantia*  
San Jose, CA

# SOUTHWEST AIRLINES



## CERTIFICATE OF TRAINING

*Captain Michael J. Hawk*

has satisfactorily completed

*Captain Upgrade Training*

*in accordance with the Southwest Airlines*

*FAA Approved Training Program*

*Paul Sturbenz*

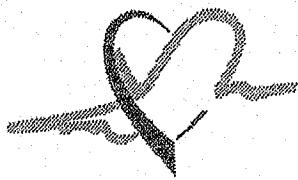
Sep. 15, 1999

*Herb Kelleher*

VP Flight Operations

Date

*President, CEO, Chairman of the Board*



INTEROFFICE MEMORANDUM

May 31, 2000

TO: Glenn Melendez  
FROM: Jim Sokol  
RE: Commendation

---

I want to thank you for doing an outstanding job fixing the PSU door on February 19<sup>th</sup>. Your actions allowed us to put this aircraft back in service within a couple of minutes. Your ability to sense the urgency allows us to lead the industry with our commitment towards On Time Performance.

Thank you for working even though you were on your own time with your family. Your efforts are helping us maintain the lead in the airline industry.

A special thank you goes out to Michael Haak for recognizing these great efforts. Thanks again Glenn, for your Positively Outrageous Service. Keep up the fantastic work.

JS/sc

Copy to: Herb & Colleen  
Jim Wimberly  
Mike Bata  
Greg Crum  
Michael Haak



MAY 23 2000

SOUTHWEST AIRLINES CO.

Herbert D. Kelleher  
Chairman of The Board,  
President & Chief Executive Officer

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4110

May 25, 2000

MEMORANDUM

TO: Glenn Melendez (30675)  
FROM: Herb and Colleen  
RE: Commendation



It always amazes us when we think of how far Southwest Airlines has come in the last 29 years. We've grown far beyond our wildest dreams, and now we're able to give all of America the **FREEDOM TO FLY**. It's all possible because of the courage, loyalty, sacrifice--and, most of all, LUV of dedicated Employees like you--and Michael Haak, who sent us the enclosed letter honoring you.

We're so proud, and we thank you for always spreading the **SOUTHWEST SPIRIT**. As always, we LUV you, Glenn!

*Herb & Colleen*

HDK/CCB/wb

Copy to:

Greg Crum  
Jim Sokol  
Michael Haak

Glen Melemez

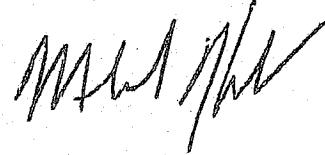
Naomi  
4-16-08

To Southwest Airlines

Thank you Glen Melendez,

On 19 February I was flying from Ontario to Oakland. When we pulled into the gate in Ontario I was informed that one of the passenger service units doors was opened a slight amount. As Glen Melemez was leaving the airplane and mentioned that he was a Phoenix maintenance specialist. I asked Glen if he could take a look at the PSU. At the time he was traveling non-rev with his family. He quickly fixed the PSU door and saved the day. If not for Glen's help we would have taken at least an hour delay and paid contract maintenance to fix the door on the PSU. Thank you Glen Melendez PHX 30675 for your timely help!!

Sincerely  
Michael Haak



OAK Pilot 23885

*Carrie*



JUN 27 2000

# **SOUTHWEST AIRLINES**

A SYMBOL OF FREEDOM®

## LUV REPORT

Employee(s) being Commended Mike Haak ✓  
SWA Emp. #(s) 23885 ✓ Dept. Flight ✓ Location OAK  
Date of Occurrence 6/25/00 ✓ Station (if applicable) Flight Ops ✓ Boeing  
Flight # (if applicable) 157 From PVD To BWI

Dear Herb and Colleen:

we would like to say what an awesome Captain Mike is. We were having an Inflight <sup>MEDICAL</sup> Emergency and members of a group wanted to contact the Pax's parents. Nobody's credit card worked because they had been demagnetized. So Mike let the Pax's use his credit card. This was way above the call of duty. Thank you for such good effort!!!!

115

Submitted By:  
(Please print)  
SWA Emp #

Submitted By: Gretchen Pope 48037  
(Please print)  
SWA Emp #: Jennifer M. Denaro 48070  
Tanya Wolfe 48057  
(PMS)

\* Send to Executive Office

400-150

or submit as you do Irregularity Reports  
and your Supervisor will forward to us.



Colleen C. Barrett  
Executive Vice President-Customers  
& Corporate Secretary

Love Field  
P.O. Box 36611  
Dallas, TX 75236-1611  
(214) 792-4112

August 22, 2000

## MEMORANDUM

TO: Mike Haak (23885)  
FROM: Colleen and Herb  
RE: Commendation



The lengths to which our Employees are willing to go for others is astounding, and the enclosed LUV Report from Gretchen Pope, Jennifer Molenaar, and Tanya Wolf describing your generosity by extending the use of your credit card for a Customer's telephone call in the midst of a medical emergency is a dramatic example.

It's clear to us that you are not only a believer in The Golden Rule, but that you truly put it into practice. Thanks for making a positive difference in the life of our Customers and your Fellow Employees by adhering to one of our most important Core Values. We appreciate Gretchen, Jennifer, and Tanya for taking the time to share this story with us.

*Colleen and Herb*

CCB/HDK/eb

Copy to:

Greg Crum  
Donna Conover  
Gretchen Pope  
Jennifer Molenaar  
Tanya Wolf



Colleen C. Barrett  
Executive Vice President-Customers  
& Corporate Secretary

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4110

December 26, 2000

## MEMORANDUM

TO: Todd Hairston (23097) and Carthon Merrick (55903)  
FROM: Colleen and Herb  
RE: Commendation



Actions such as those described in the enclosed letter we received from Mike Haak, show us that you are strong and fit for the "battle" in our FREEDOM REVOLUTION--and, more importantly, that your Fellow Troopers can count on you to "go the extra mile"!

Thank you, Todd and Carthon, for your dedication, loyalty, and POSITIVELY OUTRAGEOUS SERVICE. We know it's not easy "in the trenches"!

We're so proud, and we thank you for always spreading the SOUTHWEST SPIRIT. As always, we LUV you!

Colleen & Herb

CCB/HDK/wb

Copy to:

Dave Ridley  
Greg Crum  
Mike Haak

12/26/00  
12/26/00  
After 11:30

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4112

8/8/2006

## MEMORANDUM

TO: Mike Haak

FROM: Colleen Barrett and Gary Kelly

RE: Commendation

As you may know, our Flight Crew Planning & Scheduling Department recognizes one Pilot from each Base on a monthly basis—a Pilot who is cooperative, friendly, and enthusiastic, and who practices The Golden Rule when dealing with our Flight Crew Schedulers. We are delighted to tell you that you are the MCO-based Pilot selected by our Flight Crew Schedulers for the month of July. Congratulations upon this well-deserved recognition, and thank you for exhibiting, by your positive interactions with our Flight Crew Planning & Scheduling group, that you recognize the importance of Teamwork to our overall success.

We hope you will accept the enclosed green positive space pass in the spirit in which it is being sent. It is also sent with tons of thanks and tons of LUV.

*Colleen*

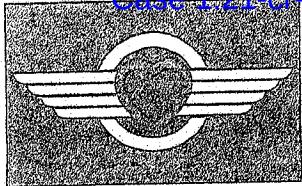
*Gary*

CCB/GCK/arm

Enclosure: One Green Positive Space Pass

Copy to:

Greg Crum  
MCOINF  
Ike Eichelkraut

Colleen C. Barrett  
PresidentLove Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4112

February 14, 2007

019185

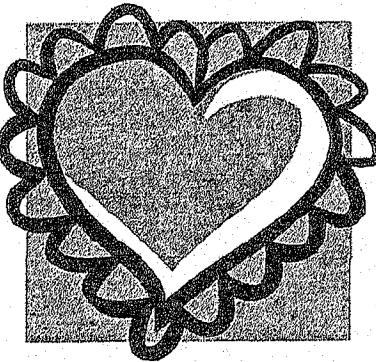
## MEMORANDUM

TO: Marie

FROM: Colleen

RE: Commendation

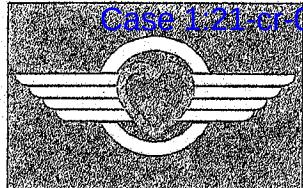
The attached commendation makes my heart smile and fills me with great pride because you contribute so meaningfully to Southwest in so many ways. Thank you from the bottom of my heart for showing our valued Customers—Internal and External—the true character of Southwest. I appreciate your proactive efforts to clean the plane during a recent delay—your “whatever it takes” attitude is awesome, and I am so proud of you! Your hard work and perseverance make Southwest a success, and I am grateful to you for sharing your Servant’s Heart.



CCB/ts

Copy to:

Greg Wells  
Teresa Laraba  
Chris Wahlenmaier  
Joni Taylor  
Mike Haak



Colleen E. Everett  
President

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4112

May 2, 2007

030275

## MEMORANDUM

TO: Rhonda Rogers

FROM: Colleen

RE: Commendation

It is a thrill for me to read Mike Haak's LUV Report, and I am pleased that you have "taken to heart" our goal to be number one in Customer Service! Your desire to be the best sets a tremendous example for all Southwest Employees, and I thank you for your willingness to "go the extra mile." I encourage you to share the copy of your LUV Report with your immediate Leader and suggest that it be placed in your personnel file.

The challenges that we face are many, but—as you have demonstrated—Employees who turn challenges into opportunities are passionate Teamplayers, and I thank you for sharing your Warrior Spirit!

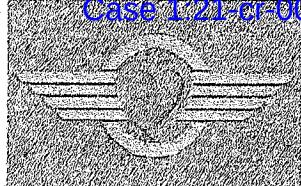


CCB/ts

Enclosure: Servant's Heart Sticker

Copy to:

Mike Haak



Mike Haak #23885  
May 15, 2007

### Letter of Appreciation

The MCO Chief Pilots want to take this opportunity to say "Thank You" for participating and celebrating the 10<sup>th</sup> Anniversary of the Adopt-A-Pilot program. You have made a huge difference in our Company's Culture, and more importantly, in the lives of the school children you have touched! Southwest Airlines salutes your outstanding commitment and dedication in helping students reach for their dreams. As a Company we had more than 650 Southwest Pilots volunteering their time to participate with more than 30,000 students nationwide. Next year, with your continued support, we are hoping to improve the number of participating Pilots at the Orlando Base.

Thanks to Chuck Magill, VP of Flight Operations, who has kindly donated two Gold passes to be combined with a hotel package from the Adopt-A-Pilot Committee. Each Pilot Base will recognize one of their participating Pilots in a drawing for one of the travel packages. Stay tuned for an announcement of the winners!

Last, but not least, this year's winner of "The Base with Pace" recognition award was the MDW Pilot Base. Chicago had just over 16% of the MDW-based Pilots participating in the program. Way to go MDW!

The plans for Adopt-A-Pilot 2008 are already in the works, and we need your input in making it an even better year than last. If you have any suggestions or ideas that could help add another dimension to the program and raise the bar of community relations, please send an email to [adoptapilot@wnco.com](mailto:adoptapilot@wnco.com).

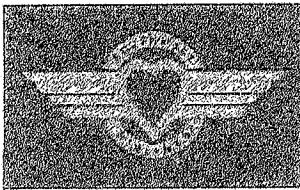
Many thanks for making a difference in America's classrooms, being involved in your community and for representing Southwest Airlines and the MCO Pilot base in the 2007 Adopt-A-Pilot program. You truly are the *Spirit of Southwest!*

Respectfully,

*Kent, Tim & Randy*

Your MCO Chief Pilots  
Southwest Airlines Flight Operations

cc: Chuck Magill – VP of Fit Ops  
Employee File



SOUTHWEST AIRLINES CO.

Chuck Magill  
Vice President  
Flight Operations  
P.O. Box 36611  
2702 Love Field Dr.  
HQ 4SY  
Dallas, Texas 75235-1611  
(214) 792-6019

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December 8, 2009

Mike,

As you may know, our Flight Crew Planning & Scheduling Department recognizes one Pilot from each domicile on a monthly basis—a Pilot who is cooperative, friendly, enthusiastic, and practices The Golden Rule when dealing with our Flight Crew Schedulers.

I am delighted to tell you that you are the MCO-based Pilot selected by our Flight Crew Schedulers for the month of October. Congratulations for earning this well-deserved recognition, and thank you for exhibiting, by your positive interactions with our Flight Crew Planning & Scheduling group, that you recognize the importance of Teamwork.

The enclosed gold positive space pass is sent with tons of thanks and LUV.

Sincerely,

Captain Chuck Magill  
Vice President Flight Operations

Enclosure: One Gold Positive Space Pass

Copy to: Gary Kelly  
Carl Kuwitzky

Andrew Kennedy

Subject: FW: Commendation from Gary Kelly

From: <[no-reply@customercommunications.southwest.com](mailto:no-reply@customercommunications.southwest.com)>  
Date: June 13, 2016 at 4:35:38 PM EDT  
To: <[omar.avila@wnco.com](mailto:omar.avila@wnco.com)>, <[nayeun.kim@wnco.com](mailto:nayeun.kim@wnco.com)>, <[mike.haak@wnco.com](mailto:mike.haak@wnco.com)>, <[stephen.dupree@wnco.com](mailto:stephen.dupree@wnco.com)>  
Cc: <[tammi.feuling@wnco.com](mailto:tammi.feuling@wnco.com)>, <[john.fluhart@wnco.com](mailto:john.fluhart@wnco.com)>  
Subject: Commendation from Gary Kelly

**Southwest®**

**Southwest Airlines Co.**  
Gary C. Kelly  
Chairman of the Board, President &  
Chief Executive Officer

I join our Customer in celebrating your hard work and excellent service. Thank you for sharing your Southwest Spirit with our Customers. I appreciate all you do, and I've submitted a Kick Tail entry on your behalf, which will post to your SWAG Recognition Wall soon.

I encourage you to keep a copy of this commendation for your personal files and check your SWAG Recognition Wall often to view a more comprehensive record of all of the recognition that you have received.

*Michael!  
Awesome  
marks for  
care &  
You are a  
job, great  
taking care  
your customers;  
your Captain  
forget frosties  
thank you  
Andrew Gary*

Twitter comments from Kody Wood:  
5 star service on flight 4070 from SLC to Den. Stuck on the plane for 2hrs due to weather, but your crew was great. ✈ Special S/O to your Captain Michael Haak who bought frosties and brought them to passengers while we waited! #southwest

The file reference number for your email is 2114783990303.

*Mike,*

May 5, 2006

**Letter of Appreciation**

The MCO Chief Pilots want to take this opportunity to say "Thank You" for participating in the 2006 Adopt-A-Pilot Program. You have made a huge difference in our Company's Culture, and more importantly, in the lives of the children you have touched! Southwest Airlines salutes your outstanding commitment and dedication in helping students reach their dreams.

You played an important part in making that happen. As a Company we had more than 580 Southwest pilots volunteering their time to participate with more than 700 classrooms nationwide. Here in MCO, our base had 62 "adopted" Pilots (up from 58 last year, which translates to approximately 12.1% of our base population) help us make this a banner year for the base. Next year, with your continued support, we are hoping to improve our effort.

Thanks to Captain Greg Crum's donation, of two Green passes per Pilot Crew base, this year each base will be able to recognize one of their Pilot participants. The winner will also receive a hotel accommodation package compliments of Southwest Airlines Public Relations. This year's winner for MCO is Captain Paul Schulten #18562. Congratulations!

Last, but not least, this year's winner of "The Base with the Pace" is MDW. The MDW base will be the new home for the traveling trophy with 15.9% of the Pilots participating in the program. Way to go MDW!

The plans for Adopt-A-Pilot 2007 are already in the works, and we need your input in making it an even better year than last. If you have any suggestions or ideas that could help add another dimension to the program and raise the bar of community relations, please stop by and let us know or send an email to [adoptapilot.com](http://adoptapilot.com).

Many thanks for making a difference in America's classrooms, being involved in your community and for representing Southwest Airlines and the MCO Pilot base in the 2006 Adopt-A-Pilot program. You truly are the *Spirit of Southwest!*

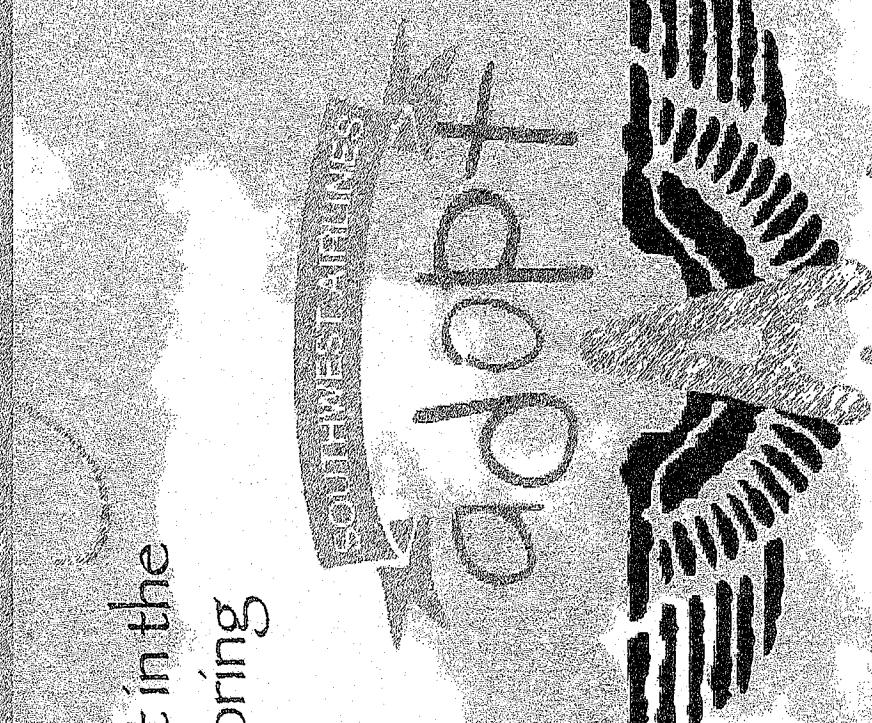
Respectfully,

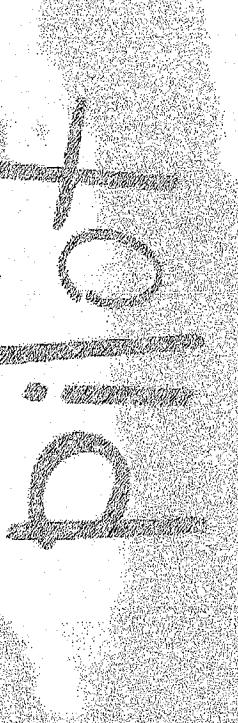
Kent, Randy & Tim  
Your MCO Chief Pilots  
Southwest Airlines

cc: Captain Greg Crum  
Captain Chuck Magill  
Captain Rob Haynes  
Captain Kent Roper  
Linda Hochster-PR  
Employee File



In recognition of your involvement in the Adopt-A-Pilot educational mentoring program, Southwest Airlines acknowledges your invaluable contribution and thanks you for inspiring America's children to embrace education and build toward their future.

  
Mark H. Kelly  
Chairman  
President, Southwest Airlines

  
Amy C. Kelly  
CEO  
Mark C. Gruen  
Vice President, Flight Operations

Colleen C. Barrett  
President & Chief Operating Officer

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4112

May 3, 2004

377323

## MEMORANDUM

TO: Michael, Gabe, Nicole, Terrell, and Ron  
FROM: Colleen  
RE: Commendation



Lora Bex Lempert wrote to tell us that your expertise and talent "saved" the day when a late flight posed a threat to her waiting connection in Chicago (MDW) on March 25.

While Michael and Gabe were at the controls up front, flying with lightning speed to MDW, Nicole, Terrell, and Ron entertained Customers in the cabin. Doctor Lempert's own words tell the story best:

My irritation (over the delay) was totally turned around by the humor of the Pilot: ("I'm an expert. I'll get you there. Take your frustration out on the cabin Crew."), followed by the hilarious rendition of all the do's and don'ts of travel required by the FAA. Everyone on the plane was laughing heartily when we took off. The tension was dissipated. What was initially very irritating became a "fun" experience.

That's the type of *Positively Outrageous Service* that has put Southwest at the "head of the pack." And, it's what will keep us thriving in the years to come. My sincere thanks to each of you for caring and for sharing your SOUTHWEST SPIRIT with our Customers each day.

*Colleen*

CCB/bb

Copy to: Donna Conover  
Jim Wimberly  
Greg Crum  
Dave Ridley  
Tammye Walker-Jones  
Anne Naylor  
James Story  
Kent Roper  
Vic Zachary

HDK

AUG 01 2003

Nancy Ziese  
8625 Knottingham Drive  
Kissimmee, FL 34747

Southwest Airlines Co.  
Executive Office  
P. O. Box 36611  
Dallas, TX 75235-1611

July 28, 2003



Dear Southwest Airlines Co.:

My sincere apology, for this thank you note is months overdue.

On March 25, 2003 aboard Flight # 1685 with two small children, I was experiencing severe abdominal pain. The staff on board watched over me making sure that I was ok, but all I could do was cry with the severity of pain.

It was at an instant that I began feeling faint, dizzy and weak. I pushed the help button and when I was approached, I told them that I was going to faint. And almost did. I think that they could see it in my face; I was white as a ghost and stared into oblivion.

One flight attendant, who's name I failed to get and wish I would have, put a plan into action and seemed to move like Superwoman. "Is there a doctor or nurse on board?" Well, what do you know, we had both on board.

I had family phone numbers in my pocket and even the captain tried calling family members to inform them of what was occurring. Once we landed at RDU International Airport, Med Vac greeted me, took the appropriate steps and when I was able, personally wheeled me out on a wheelchair. I refused an ambulance because I *thought* I was getting better. Yeah, right.

The pain continued and increased, so my sister drove me to Wake Med in Raleigh where it was determined that I had an ectopic pregnancy and one of my fallopian tubes had ruptured. I had lost two liters of blood (yes, two liters) and within hours, I was having emergency laparotomy surgery.

Whether you may or may not know this, I was in the middle of a life and death experience and the professionalism of your staff exceeded my expectations, especially the one flight attendant. I will never forget what happened to me and will always be grateful to Southwest and your staff. Please know that your training paid off!

The funny thing about all of this is that after the birth of my daughter in July of 2002, I had my tubes tied. Never in a million years did I think I could be pregnant, especially since I was still nursing my daughter. Never say never.

My only wish:

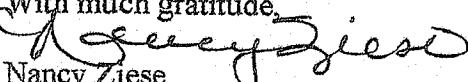
To know the names of the individuals that helped me get through this. Everyone played such an important role. I would love to meet all of you on Oprah so that I could hug all of you, express my gratitude, and see your faces once again. PLEASE contact the staff of Flight # 1685 on March 25, 2003 (or provide me with their address's) and let them know that what they did was so tremendous and helpful, that I wasn't just some terrified passenger afraid to fly – that it was real, and truly appreciated.

A **HUGE** Thank You to the following: (and I doubt they'll ever know, since I don't know how to get in touch with all of them)

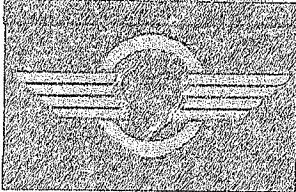
- The Captain
- The Flight Attendants aboard of Southwest Airlines, especially the one in particular
- The Doctor (passenger)
- The Nurse (passenger)
- The lady in the row in front of me who took my son, who occupied his time and helped him through his confusion
- The lady a couple of rows behind me, Nancy Icardi (I did manage to get one name, and to this day, we keep in touch via e-mail), who took my daughter and managed to get her to fall asleep
- The RDU Med Vac team

If I only knew there names...to let them know what happened...the result...and thank them...in person or via mail.

With much gratitude,

  
Nancy Ziese  
8625 Knottingham Drive  
Kissimmee, FL 34747  
407-396-2885  
[nancyz17@earthlink.net](mailto:nancyz17@earthlink.net)

cc: Oprah Winfrey ☺



SOUTHWEST AIRLINES CO.

Colleen C. Barrett  
President & Chief Operating Officer

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1611  
(214) 792-4112

September 10, 2003

339540

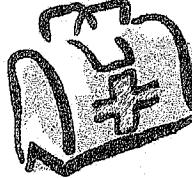
## MEMORANDUM

TO: Mike, John, Bonnie, Charlene, and Mark

FROM: Colleen

RE: Commendation

*Colleen*

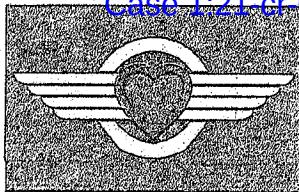


It was a pleasure to read Ms. Nancy Ziese's letter commending the outstanding job each of you did assisting her when she was faced with a medical emergency on March 25. It was much later that she found out that it was a life threatening issue she would have to deal with. We are all extremely grateful for the care, concern, and support you gave to Ms. Ziese. Indeed, she credits all of you with saving her life and from her description I believe she's right. We are all thankful for your quick thinking and caring actions on that day. Thanks so much for doing a great job, for staying cool, and for thinking on your feet. I appreciate your excellent service on behalf of Southwest and our Valued Customers. You are all heroes of my heart.

CCB/tc

Copy to:

Jim Wimberly  
Greg Crum  
Tammye Walker-Jones  
Kent Roper  
Kathy Peters  
Vic Zachary  
Nancy Ziese



SOUTHWEST AIRLINES CO.

Tracey Craft  
Writing Representative II  
Executive Office Customer Communications

Love Field  
P.O. Box 36611  
Dallas, TX 75235-1647  
(214) 792-4836

September 10, 2003

339540

Ms. Nancy Ziese  
8625 Knottingham Drive  
Kissimmee, FL 34747

Dear Ms. Ziese:

Thank you for your very kind letter commending our Employees. We are terribly sorry to learn of your unexpected trip to the emergency room, and we are very relieved to know that you have fully recovered from your terrible ordeal!

It is clear from your description of our People's efforts to assist you that they are generous and caring individuals. But even the best corporate training cannot teach people to LUV, and we are blessed to have Employees like these whose hearts are naturally giving and kind. We are delighted that you took the time to commend our outstanding Employees, and I take great personal pleasure in sharing your letter with each of them. (We hope you will understand that we are unable to provide the addresses of those who assisted you.)

Again, we are thankful that you have fully recovered, because your health is of paramount importance to us. Your support and kind words are invaluable to us, and we'll look forward to welcoming you and your children onboard again soon, under more normal circumstances, of course.

Sincerely,

A handwritten signature in black ink that reads "Tracey Craft".

Tracey Craft

/tc

**Copy to:**

Jim Wimberly, Executive Vice President & Chief of Operations  
Greg Crum, Vice President Flight Operations & Chief Pilot  
Tammye Walker-Jones, Vice President Inflight  
Kent Roper, Chief Pilot Orlando  
Kathy Peters, Inflight Base Manager Phoenix  
Vic Zachary, Inflight Base Manager Orlando  
Mike Haak, Captain (23885)  
John Bliss, First Officer (43742)  
Bonnie, Flight Attendant (51949)  
Charlene, Flight Attendant (62458)  
Mark, Flight Attendant (68894)

P.S. We're touched that you've shared your story with Oprah. I'm sure it would certainly make for a moving show.